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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Implement
Electric Utility Wildfire Mitigation Plans
Pursuant to Senate Bill 901 (2018).

R.18-10-007
(Issued October 25, 2018)

**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
STATUS UPDATE ON ITS COMMUNITY AWARENESS AND PUBLIC OUTREACH
WORKPLAN**

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Dated: October 7, 2020

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On March 12, 2020, the California Public Utilities Commission (CPUC) issued its Decision on Community Awareness and Public Outreach Before, During and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues (Decision). On May 15, 2020, Pacific Gas and Electric Company (PG&E) filed its Community Awareness and Public Outreach Workplan and Budget (Workplan) in accordance with the Decision. On June 1, 2020, PG&E filed its Wildfire Safety Survey 2019 Results (Survey). On August 21, 2020, the California Public Utilities Commission issued the Administrative Law Judge's Ruling Regarding Compliance Filings Submitted in Response to Decision 20-03-004 related to In-Language Outreach Before, During and After a Wildfire and Surveys of Effectiveness of Outreach (Ruling). PG&E hereby respectfully provides this Status Update on its Workplan.

3rd Quarter 2020 Progress and Status

PG&E's Workplan demonstrates that it conducts community awareness and public outreach before, during and after a wildfire and provides a plan for providing such in-language translations for the expanded list of languages^{1/} based on the Decision's definition of "prevalence."^{2/}

The following chart represents the status of PG&E's Community Outreach Before During and After a Wildfire as it relates to In-Language translation requirements, both represented in our Plan and in the Ruling. As a result of the Ruling, PG&E has added three languages (Hindi, Portuguese, and Thai) to the languages that we will provide translation services. PG&E also

^{1/} For PG&E, the expanded list of languages are Arabic, Farsi, Punjabi, Japanese, Khmer, and Hmong.

^{2/} Decision, Ordering Paragraph 1.

describes progress made to their translations of communications in its 2020 PSPS Access and Functional Needs (AFN) Quarterly Progress Report filed on September, 1 2020 (pp. 16-18).

IN-LANGUAGE TRANSLATION OUTREACH STATUS^{3/}

Notification Channel	Original 6 Languages: Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian. Original commitment date: June 1, 2020	Expanded List of Languages: Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong. Original Commitment Date: September 30, 2020	Additional 3 New Languages: Thai, Hindi, Portuguese Original commit date: October 31, 2020^{4/}
Text	COMPLETE	COMPLETE	COMPLETE
Email	COMPLETE	COMPLETE ^{5/}	ON TRACK ^{6/}
Automated Calls	COMPLETE	COMPLETE	COMPLETE
Web (pge.com)^{7/}	COMPLETE	IN PROGRESS	ON TRACK
Web (Emergency web page)^{8/}	COMPLETE	COMPLETE	ON TRACK

PG&E completed all in-language translations for the original six languages by June 1 as planned. For the expanded list of languages, PG&E committed to completing all the notification translations by September 30, as outlined in our Workplan. In fact, notifications by Text, Email, and Automated Calls were delivered early - by September 3. More importantly, the Emergency Web site was prioritized and completed in the expanded list of languages on September 15. The Emergency Web site contains approximately 265 pages of content, (including English). All in-language translations were available for customers' use for the September 27 PSPS event. The

^{3/} Workplan, p. 15. The Workplan contained the schedule for the Original 6 Languages and the Expanded List of Languages. The Additional 3 New Languages (Thai, Hindi, and Portuguese) is being communicated for the first time. The status is as of October 6, 2020.

^{4/} Target date is subject to no further delays as a result of Emergency Operations Center (EOC) activation or Public Safety Power Shutoff (PSPS) events, or unforeseen events.

^{5/} Emails are in English; however, the header contains a link in Arabic, Farsi, Punjabi, Japanese, Khmer, and Hmong. Clicking the link will take the customer to the webpage in that language.

^{6/} Emails are in English; however, the header contains a link in Thai, Hindi, and Portuguese. Clicking the link will take the customer to the webpage in that language.

^{7/} Webpages translated in language are critical webpages focused on wildfire and PSPS preparedness content and available customer resources.

^{8/} PSPS event webpage: www.pge.com/pspsupdates

completion of web pages for the Emergency Web site in Thai, Hindi and Portuguese remain on track with the chart above.

The in-language translations for key preparedness content in the expanded list of languages on pge.com are in progress as of September 30, and as of the date of this filing. While PG&E had every intention to be able to complete the translation of all webpages in the Expanded List of Languages by September 30, 2020, PG&E's activation of its EOC on September 23 shifted the team's focus to executing on the September 27 PSPS event. The EOC closed on September 29 and work resumed on these pages on September 29. As of October 6, 2020, approximately 120 pages of preparedness content for pge.com are in final quality assurance testing with another 24 pages in Arabic and Farsi pending. While we are working with the vendor to publish these by the end of October, there has been some delay with the vendor creating the functionality required to support the right to left reading of these two languages.^{9/} PG&E intends to publish these 144 pages to the website on a rolling basis as completed, by the end of October.^{10/} Pages in Thai, Hindi and Portuguese are on track to be completed as scheduled in the chart above.

Additionally, PG&E's Workplan contemplated we would provide PSPS zip code alerts in-language to the expanded list of languages by September 30, 2020.^{11/} However, we have planned in parallel to replace the zip code alerts with address level alerts in October 2020, including 13 non-English languages. The option to sign up for notifications on an address instead of a zip code is expected to be vastly preferred by customers. Therefore, instead of zip code alerts, we plan to implement PSPS address level alerts for the group of 13 non-English languages (Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Farsi, Japanese, Khmer, and Hmong) on October 21, subject to no delays from further PSPS events or EOC activations. While we intended to have address level alerts available by September 30, 2020,

^{9/} Target date is subject to no further delays as a result of Emergency Operations Center (EOC) activation or Public Safety Power Shutoff (PSPS) events, or unforeseen events.

^{10/} Target date is subject to no further delays as a result of Emergency Operations Center (EOC) activation or Public Safety Power Shutoff (PSPS) events, or unforeseen events.

^{11/} Workplan, p. 16.

we ran into delays due to two PSPS events in September. The same vendor team that executes on PG&E's notifications during PSPS is building the address-level notifications functionality for non-account holders.

Also, in PG&E's Workplan, PG&E indicated some informational videos would be translated by the end of Q3 2020.^{12/} However, due to the two PSPS events in September, this delivery was slightly pushed back. On October 5, PG&E published the translated versions of the videos of PG&E open house webinars in 13 languages.

In summary, PG&E is currently substantially complete with the vast majority of the in-language translations and outreach as proposed in its Workplan pursuant to the timelines that PG&E had suggested; however, due to EOC activation and PSPS events, we were unable to continue the needed work on some webpages, on the zip code alerts, and some other communications during that time period. We believe the current status to complete these offerings, as explained above, are reasonable and compliant with the Decision, Ruling, and the Plan.

Respectfully Submitted,

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12/ *Id.*, p. 11.